

Sunderland Safeguarding
Adults Board



SUNDERLAND SAFEGUARDING ADULTS BOARD

Business Plan, 2012 /2015

Including Delivery Plan, April 2012/ March 2013

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INTRODUCTION

The Sunderland Safeguarding Adults Board (SSAB) Business Plan identifies how Safeguarding Adults work will be delivered within Sunderland by working together with key partner agencies within the City. The Plan sets out how the SSAB will deliver against its strategic aims and will be regularly monitored and reviewed as part of the SSAB Business monitoring process.

Purpose of the Plan

The Plan sets out the purpose and key aims of the SSAB and describes how these key aims will be achieved by the setting of clear priorities for the Board at a strategic level. It will also demonstrate how all relevant stakeholders will participate in achieving these priorities.

The fundamental purpose of the plan is to drive forward the work of Safeguarding Adults over the coming year and to inform all partners and the public about the work undertaken by the Sunderland Safeguarding Adults Board to make Sunderland a safer place for vulnerable people.

The Business Plan will assist the SSAB to support, monitor and review what partner agencies do individually and collectively to fulfil their safeguarding duties.

Sunderland Safeguarding Adults Board (SSAB) – what is it and what does it do?

The strategic members of the Board are committed to achieving ‘zero tolerance’ in terms of abuse of vulnerable adults, and to operate effective safeguarding processes underpinned by the following values:

- **Everyone has a right to be protected against harm and exploitation, and a right to dignity and respect**
- **It is everyone’s responsibility to safeguard vulnerable adults within our society**

The Sunderland Safeguarding Adults Board (SSAB) is the leader of safeguarding, frame the activities of a range of organisations and ensure that there are effective interfaces between them to safeguard the full range of people who may be more at risk or in

circumstances that make them vulnerable. Whilst the Council, NHS Partners, the Police Authority and others hold ultimate responsibility of the safeguarding within their individual organisations, it is the Board that brings their critical interdependence together and maximises the effectiveness of their activity.

The purposes of the SSAB are:

To lead and hold to account partners for safeguarding adults in the city in order to maximise positive safeguarding outcomes for the those living in the City of Sunderland. The SSAB will ensure that it has a shared strategic vision that is embedded in the strategies and plans of the Council and its partners and that the work of the board interfaces and is complimentary to the Community Safety Partnership and Health and Well Being Board both strategically and operationally.

The SSAB must have active partners who are able to influence and direct their organisations in ensuring adults are and feel safe, and are supported to challenge and change abusive situations, lead and support the development and implementation of safeguarding practices and procedures within their own organisations, take forward agreed action plans which prevent and minimise abuse, protect individuals and support the delivery of fairness to all.

To lead work in the city to ensure that for adults who are at risk or in vulnerable situations, the partners or agencies that support them and the wider community can:

- Develop a culture that will not tolerate abuse
- Raise awareness about abuse
- Prevent abuse from happening wherever possible
- Where abuse does happen, support and safeguard the rights of people harmed to:
 - stop abuse continuing
 - access services they need
 - gain improved access to justice.

The plan sets out 7 key aims for the SSAB that are underpinned by a number of key principles. The key aims are overseen by the Board, which also ensures that its work is fully embedded in, and supportive of, a range of other key strategic aims and priorities across the City. This Plan needs to be read in conjunction with the SSAB Risk Register which is monitored and updated on a regular basis by the Board.

The key aims and principles are critical to the success of the Board. They guide the work of the Board and provide a focus for safeguarding adults activity across the City.

The Key Aims of the SSAB are to

1. **Develop and deliver a shared vision for safeguarding adults** firmly rooted in the wider vision for Sunderland and promotion of individual human rights, dignity and respect
2. **Develop and maintain strong links with relevant partnerships** and ensure inclusion of safeguarding adults in their strategies and business plans
3. **Promote the active involvement of services users, their carers, their families and their advocates** and adopt an inclusive approach to secure wider community understanding, awareness and feedback on safeguarding adults arrangements
4. **Oversee and monitor operational safeguarding adults activity** and ensure the production of timely and accurate performance and safeguarding information
5. **Secure citywide consistency in safeguarding** and ensure all staff and stakeholders know and use policies and procedures effectively
6. **Secure effective operational engagement and integration** through robust governance arrangements and continued Board development and growth

7. Promote a learning culture around safeguarding by supporting and participating in Serious Case Reviews, through shared learning, by learning and contributing to relevant national policy and research, through the dissemination of information, advice, feedback, reviews, research, best practice in prevention and learning through joint quality assurance processes

The Board will work to and promote the following key principles:

- Provide effective leadership
- Support communications, collaboration, innovation and raising awareness
- Embrace partnership working
- Promote quality, performance and 'learning lessons'
- Develop and implement training and workforce development
- Preventing and responding to abuse
- Develop and implement governance arrangements

SSAB Delivery Plan

Key Aim 1: Develop and deliver a shared vision for Safeguarding Adults

Delivery on Key Aim 1

The following action plan identifies the key actions for 2012/13 in relation to developing and delivering a shared vision for Safeguarding Adults

Key Aim 1: Develop and deliver a shared vision for Safeguarding Adults					
Actions	Lead	Deadline	Progress	Outcome Measures	RAG Rating
Develop a Communication Strategy	Chair Communication	May 2012	Achieved	Communication Strategy ratified by SSAB	Green

	& Marketing Sub-committee				
Ensure key safeguarding messages are shared with statutory and non-statutory partners, the general public and service users	Chair Communication & Marketing Sub-committee	April 2013	Ongoing – distribution cycle agreed using distribution lists and safeguarding champions		Amber
Work in partnership with SSCB to host an annual safeguarding conference	Chair Communication & Marketing Sub-committee	December 2012	In Progress. Conference Planned for November 13 th 2012 on Safeguarding and the Whole Family Approach	Feedback from conference. This will also influence next year's conference	Amber
SSAB website to be updated to ensure it delivers the key safeguarding messages in a corporate manner to: <ul style="list-style-type: none"> Practitioners and their managers in statutory and non statutory organisations Carers Service Users 	Chair Communication & Marketing Sub-committee	April 2013	In Progress. Sunderland City Council to host the website and SSAB to commission the Council to manage and update the content of the website.	Increased number of "hits" to the website	Amber
Current marketing/information to be reviewed and updated in line with corporate changes and review of the Sunderland model of working	Chair Communication & Marketing Sub-committee	April 2013	In Progress. Website information to be updated in line with changes to the model Tri X commissioned to develop web enabled	All information distributed by SSAB is of high quality and meets the needs of service users, carers and practitioners	Amber

			procedures All promotional materials to be reviewed		
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Key Aim 2: Develop and maintain strong links with relevant partnerships

Delivery on Key Aim 2

The following action plan identifies the key actions for 2012/13 in relation to Developing and maintaining strong links with relevant partnerships

Key Aim 2: Develop and maintain strong links with relevant partnerships					
Actions	Lead	Deadline	Progress	Outcome Measures	RAG Rating
Work with SSCB regarding Communication and Marketing	Chair Communication & Marketing Sub-committee	June 2012	Achieved. Sub-committee has merged with SSCB Terms of reference agreed. Joint conference agreed for November 2012	Business plan updated	Green
SSAB to influence the Safer Sunderland Partnership Communication Plan	Chair Communication & Marketing Sub-committee	April 2013	In Progress. Virtual Communications Team developed; SSAB have members on this.	Co-ordination of safeguarding messages with other agendas	Amber

			Contributions added to their plan		
Briefing papers to be developed from learning and shared locally and Nationally	Chair Communication & Marketing Sub-committee	August 2012	Achieved. 1 st briefing from Mrs AM SCR distributed via ADASS and Regional Health Group	Learning is shared nationally	Green
Ensure work of Board is regularly reported to relevant strategic partnerships	Chair of SSAB	October 2012	Achieved. Plan to report to Health and Well Being Board in September 2012	Ensure work of SSAB is embedded within other strategic partnerships	Green
Ensure relevant links are made to emerging clinical commissioning group post CCG authorisation	Chair of SSAB	November 2012	Achieved. CCG authorisation due in Oct 12	CCG take up membership of SSAB	Green

Key Aim 3: Promote the active involvement of service users, their carers, their families and their advocates

Delivery on Key Aim 3

The following action plan identifies the key actions for 2012/13 in relation to Promoting the active involvement of service users, their carers, their families and their advocates

Key Aim 3: Promote the active involvement of service users, their carers, their families and their advocates					
Actions	Lead	Deadline	Progress	Outcome Measures	RAG Rating
SSAB website to be updated to	Chair	April 2013	In Progress.		Amber

ensure it is easily accessible for service users, their carers, their families and their advocates	Communication & Marketing Sub-committee		Sunderland City Council to host the website and SSAB to commission the Council to manage and update the content of the website.		
Service users, their carers, their families and their advocates to be offered opportunities to feedback about the work of SSAB and their experience of Safeguarding in Sunderland	Chair Communication & Marketing Sub-committee	April 2013	In Progress. Consultation completed with a range of customer groups Research involving people previously involved in the safeguarding adults process completed Joint report of findings to be reported to SSAB in September	Feedback to be provided to consultees in a 'You said...We did' format	Amber
Undertake audit of existing advocacy schemes in Sunderland	Chair Communication & Marketing Sub-committee	April 2013	In Progress. Reviewing past audits in this area	Gaps in current provision identified and fed to Commissioners Training needs of existing advocates identified and planned for	Amber

Key Aim 4: Oversee and monitor operational Safeguarding Adults activity**Delivery on Key Aim 4**

The following action plan identifies the key actions for 2012/13 in relation to Overseeing and monitoring operational Safeguarding Adults activity

Key Aim 4: Oversee and monitor operational Safeguarding Adults activity					
Actions	Lead	Deadline	Progress	Outcome Measures	RAG Rating
Develop a programme of audit to monitor and assure SSAB re safeguarding activity	Chair of QA Sub Group	March 2013	Achieved Cycle of audit has commenced. Further audits to be undertaken between September 2012 and March 2013	QA reports to SSAB Feedback to individual agencies re lack of compliance and good practice	Green
Develop an overarching audit process and Audit Tool to measure compliance with Safeguarding Adults process/procedures	Chair of QA Sub Group	July 2012	Achieved Framework and five Audit Tools have been developed and agreed by SSAB	Audit Framework review of interface between other agencies Review of tool for fit for purpose	Green
Ensure QA processes interface appropriately with Safeguarding Children and if required over other partnerships e.g. SSP	Chair of QA Sub Group	March 2013	In Progress. Shared representatives attending Safeguarding Children's QA Sub Group Consideration to be given to integrate Sub	Measure partners contribution to QA processes Report to SSAB to indicate an increase in level of compliance Appropriateness of	Amber

			Groups Chair of QA Sub Group to liaise with SSP re their Assurance Framework.	referrals can be demonstrated to other agencies	
Formalise process for key messages from audits to be passed to appropriate Sub Committees	Chair of QA Sub Group	October 2012	In Progress. QA Sub Group to develop formal process/form for feedback from audits	Practitioners knowledge and understanding Workforce fully up to date re audit measures Audit findings to be passed to other groups within 14 days	Amber
Produce an overarching performance report demonstrating trends and analysis of activities	Chair of QA Sub Group	July 2012	Achieved. Reports tabled Partners have robust information Performance report influences future QA activity	Partners' contribution to QA process. Reports to SSAB re levels of compliance Ensuring key principles from audits are presented to other sub committees/groups for action,	Green
Produce six monthly individual agency reports to go to CCG Exec, Trust Boards etc	Chair of QA Sub Group	October 2012	First draft reports to be published following discussion with business intelligence teams	Ensure sponsorship and ownership of key issues at board level in individual organisations	Green

Key Aim 5: Secure citywide consistency in safeguarding**Delivery on Key Aim 5**

The following action plan identifies the key actions for 2012/13 in relation to Securing citywide consistency in safeguarding

Key Aim 5: Secure citywide consistency in safeguarding					
Actions	Lead	Deadline	Progress	Outcome Measures	RAG Rating
Oversee and review the development and implementation of a new Safeguarding Adults Model in Sunderland	Chair of SSAB and Head of Strategic Commissioning	Not sure what to put here???	In Progress <ul style="list-style-type: none"> 17 05 2011, Report taken to SSAB. The Board approved and agreed to a formal Review of the Safeguarding Adults Model in Sunderland Formal review process took place which included consultation with staff, carers, service users and partner 	More effective and robust safeguarding arrangements in the City of Sunderland. Gaps/limitations in current model addressed including performance information. Consistency in process. Better outcomes for individuals.	Amber

			<p>agencies</p> <ul style="list-style-type: none">• October 2011, an internal 'To Be Service Re-Design' Report was commissioned by Sunderland City Council• This Report was presented to the Sunderland Safeguarding Adults Board on 17th January 2012.• A number of workshops with partner agencies and meetings with Health colleagues have taken place after this meeting.• The Board approved a revised/preferre		
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			<p>d model at the March Board meeting</p> <ul style="list-style-type: none"> • July 2012, Briefing Report to Board members for sign off from agencies 		
Review and revise Safeguarding Adults process in line with new Safeguarding Adults Model and update current Safeguarding Adults Procedures	??? Not sure who you want here – me???	December 2012	<p>In Progress.</p> <ul style="list-style-type: none"> • Procedural updates being provided by TriX – process reviewed • First draft back from TriX in September 2012 	Up-to-date Procedures and new process available via web-enabled procedures	Amber
Merge appropriate sub groups of SSAB with SSCB sub committees to promote the ‘whole family approach, joint learning and consistent approaches	SSCB Business Manager and Strategic Safeguarding	June 2012	Achieved.	New Joint Sub Committees established: <ol style="list-style-type: none"> 1. Training and Workforce Development 	Green

	Manager			<p>2. Legal, Policy and Procedures</p> <p>3. Marketing and Communications</p> <p>All regularly report to SSAB and SSCB</p>	
Establish Trainers Working Group as a Sub Group to the Joint Training Sub Committee	Chair of Trainers Working Group	September 2012	In Progress. Agencies contacted for representation on the Group	Group in place and training is facilitated by members of group which endorses multi-agency involvement. Group is used to monitor Training Programme, update and review as required	Amber
Review of current Safeguarding Adults Multi-Agency Training Programme	Chair of Trainers Working Group	September 2012	Achieved. Revised Training Programme to be delivered from September 2012	Revised multi-agency Training Programme is updated and reflects new safeguarding arrangements	Green
Review and update SA Training Strategy and develop a one-year Implementation Plan	Chair of Trainers Working Group	September 2012	In Progress. On target to be completed for next Joint Training Sub Committee meeting in	Implementation Plan includes training standards	Amber

			September		
Devise and arrange Threshold/New Safeguarding Model Workshops	Chair of Joint SSAB and SSCB Training and Workforce Development Sub Committee	December 2012	Workshops to be arranged when new Model signed off and new procedures/process agreed and written	Staff are aware of thresholds and their responsibilities linked to the new Safeguarding Model/process/procedures	Amber
Put in place data quality plan to improve timeliness of recording and outcome recording	Head of Strategic Commissioning	September 2012	In Progress. New business processes to be implemented	Significant improvements in recording of outcomes	Amber

Key Aim 6: Secure effective operational engagement and integration through strong governance arrangements and Board development

Delivery on Key Aim 6

The following action plan identifies the key actions for 2012/13 in relation to securing effective operational engagement and integration

Key Aim 6: Secure effective operational engagement and integration/Governance and Board Development					
Actions	Lead	Deadline	Progress	Outcome Measures	RAG Rating
Exploit opportunities for closer working between Childrens and Adults Safeguarding	Chair of SSAB??	Not sure what to put here??	Ongoing. <ul style="list-style-type: none"> Joint Sub Committees 	What do you want to put here?????	???

			<ul style="list-style-type: none"> with SSCB established Joint Development Days and Conferences with SSCB established 		
Develop and establish a formal Risk Register that is regularly monitored, reviewed and updated by SSAB	Chair of SSAB??	June 2012	Achieved.	What do you want to put here??	Green
Review effective governance arrangements in view of changes to NHS	Chair of SSAB??	???	???	???	???
Review effectiveness of the Board, Board members and the Chair of the Board	???	April 2013	In Progress. Audit Tools for Board member development and Effectiveness of Board implemented	???	Amber
Board members will brief the Board on any significant developments that are likely to have an adverse affect on safeguarding	Chair of SSAB??	???	???	???	???
Individual agencies will be held to account	Chair of SSAB??	??	????	????	???

Key Aim 7: Promote a learning culture around safeguarding**Delivery on Key Aim 7**

The following action plan identifies the key actions for 2012/13 in relation to Promoting a learning culture around safeguarding

Key Aim 7: Promote a learning culture around safeguarding					
Actions	Lead	Deadline	Progress	Outcome Measures	RAG Rating
Share and disseminate lessons learned from Sunderland Serious Case Reviews and benchmark learning from SCR's in other localities	Chair of SSAB	January 2013	<p>Achieved:</p> <ul style="list-style-type: none"> Lessons learned identified Executive Summary published <p>In Progress:</p> <ul style="list-style-type: none"> Multi-Agency Workshops to disseminate lessons learned arranged for September/October 2012 	Procedural and practice amendments and revisions agreed and implemented	Amber
Implement additional agency specific recommendations endorsed by the SCR Report	Agency leads	As per agency Action Plans	In Progress. Independent audits of individual agency recommendations to take place in September 2012	Recommendations agreed and implemented	As per agency Action Plans

Revised SA Training programme incorporates learning from SCR	Chair of Trainers Working Group	September 2012	Achieved	Lessons learned are shared as part of Training and good practice reinforced	Green
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NOTE

1. Leads have been identified against actions in the Delivery Plan. They are responsible for ensuring that actions have been completed in timescale. Identified leads will be supported by multi-agency partners to complete the work.
2. This Business Plan will be overseen by an Accountable Officer, who is identified as the Head of Strategic Commissioning in Health, Housing and Adult Services. The Accountable Officer will liaise with the identified leads to oversee the Plan and report to the SSAB.

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